



## State of Nevada – Department Of Personnel

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### CLASS SPECIFICATION

<u>TITLE</u>	<u>GRADE</u>	<u>EEO-4</u>	<u>CODE</u>
UNEMPLOYMENT INSURANCE SPECIALIST I	30	B	12.175

#### DEFINITION OF THE CLASS:

Under general supervision, supervises Employment Security Specialists performing activities related to the receipt of claims and payment of benefits by assigning and reviewing work, providing training, conducting performance evaluations and recommending disciplinary action; and performs other duties as required.

EXAMPLES OF WORK: (The following is used as a partial description and is not restrictive as to duties required.)

Plans work of the unit by adjusting work priorities to insure required department deadlines, such as first pay orders, are met.

Instructs new employees in areas such as claims taking, fact-finding, determining the correct liable state by working closely with the employee initially and then assigning him or her to a lead worker for additional training. Answers questions about unusual situations for all staff.

Reviews work of staff through spot checks and determines whether a more thorough review of work, additional training, and/or procedural changes are required to correct problem areas.

Conducts performance evaluations on assigned staff and recommends disciplinary action as required.

Resolves complaints at the lowest level possible by listening to claimants or employers problems, defusing the problem, investigating the situation and effecting a solution.

In the Administrative Office, takes security measures to prevent fraud by processing paperwork on forgery claims and conducting computer checks on older claims which include: checking for correspondence from local offices; check to see if check was returned from post office; and releasing checks to be paid.

May perform the work performed by lower level Employment Security Specialists when the work load demands.

FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES REQUIRED: (These may be Acquired on the job and/or needed to perform the work assigned.)

Knowledge of UCFE (Unemployment Compensation for Federal Employees) Manual. Knowledge of UCX (Unemployment Compensation for Ex-military) Manual. Knowledge of TRA (Trade Readjustment Act) Manual. Knowledge of Interstate Handbook (covering laws and requirements for Unemployment Insurance claims for all states, the Virgin Islands, Canada and Puerto Rico). Knowledge of the labor market within the state and local industries and of the demand occupations in order to inform staff and advise claimants in their efforts to seek work. Knowledge of Fair Labor practices in order to determine claimants eligibility for unemployment insurance benefits.

**FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES REQUIRED:** (cont.)

Knowledge of Federal, interstate and combined wage agreements in order to assure accuracy in determining programs for which claimants may apply for benefits. Knowledge of local public transportation and routes in order to determine claimants availability for work and eligibility for unemployment insurance benefits.

Ability to prioritize program functions in relation to job responsibilities. Ability to discuss a variety of job related topics on short or no notice. Ability to handle changes in conversation involving difficult questions.

**ENTRY KNOWLEDGE, SKILLS AND ABILITIES REQUIRED:** (Applicants will be screened for possession of these through written, oral, performance or other evaluation procedures.)

Knowledge of Chapter 612 of the Nevada Revised Statutes. Knowledge of the Nevada Administrative Code (Chapter 612) regulations governing unemployment insurance. Knowledge of Unemployment Insurance Procedures Manual for Nevada. Knowledge of Unemployment Insurance forms for Nevada and interstate programs, the purpose of obtaining the information, and the laws/rules that apply in handling the forms, to assure compliance with state and federal requirements in processing claims. Knowledge of personnel and functions of other units/agencies in order to direct inquiries or specific documents, etc, to appropriate persons/channel. Knowledge of computer programs relative to Unemployment Insurance and the job service information in order to input/access information regarding claims/job orders/reported wages. Knowledge of investigative techniques.

Ability to read documents written in standard English text and legal text such as Administrative Policy Manuals, Court decisions and legal statutes. Ability to write grammatically correct, logical, concise, business correspondence. Ability to conduct interpersonal conversation using appropriate grammar to obtain information, explain policies and procedures, instruct staff, and direct staff or the general public to accept or adopt specific facts, opinions or actions. Ability to make oral group presentations to provide training for staff. Ability to add, subtract, multiply and divide whole numbers, fractions, and decimals without a calculator to compute overpayments and interest on unpaid balance. Ability to establish rapport and gain the trust of others, to listen perceptively and convey awareness. Ability to motivate others regarding repayment agreements and to stimulate staff initiative. Ability to establish and maintain cooperative working relationships with subordinate staff, peers, superiors, and other comparable professionals working in related agencies or private business. Ability to maintain equanimity when dealing with people who are resistant, indifferent, hostile or exhibit violent behavior. Ability to type reports and memorandums. Ability to analyze information, problems, situations, practices, or procedures to define the problem or objective, identify relevant concerns or factors, and recognize alternatives and their implications. Ability to operate office equipment, for example electric typewriters, printers, telephone answering devices, photocopier, computer terminals and microfiche readers. Ability to work independently and follow through on assignments with minimal direction. Ability to elicit and accurately document facts that are specific to issues, incidence, or circumstances from people of all educational, cultural and economic backgrounds. Ability to mediate between contending parties or groups.

**EDUCATION AND/OR WORK EXPERIENCE:**

I

Two (2) years of experience working in a public service setting which required: interviewing clients to elicit information to match to specific criteria; application of policy and procedure; and extensive public contact; OR

EDUCATION AND/OR WORK EXPERIENCE: (cont.)

II

Two (2) years of experience as an Employment Security Specialist II in Nevada State service.

EQUIVALENCY STATEMENT: Forty-eight (48) semester credits from an accredited college or university in one or a combination of the following fields: math, English, business, political science, public administration, social work, psychology, law, sociology, or computer science may be substituted for one (1) year of the required experience.

This class specification is used for classification, recruitment and examination purposes. It is not to be considered a substitute for work performance standards for positions assigned to this class.

ESTABLISHED:	<u>12.175</u>
REVISED:	1/17/72
REVISED:	6/29/78
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REVISED:	12/19/85-12
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